

**DEPARTMENT OF HUMAN SERVICES****DIVISION OF REHABILITATION SERVICES**

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June 22, 2010

Marlene H. Dortch, Secretary
 Federal Communications Commission
 Office of the Secretary
 445 12th Street, SW
 Washington, DC 20554

Received & Inspected

JUN 28 2010

FCC Mail Room

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2010. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing it's Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2009 and May 31, 2010.
- Annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's / Sprints records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD/Sprint, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the Rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD/Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

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 List ABCDE

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink, appearing to read "Grady Kickul". The signature is fluid and cursive, with a large, looping "G" and "K".

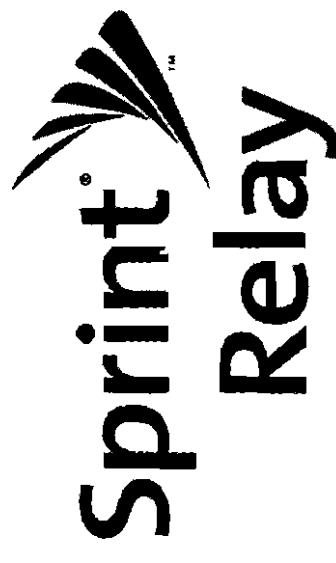
Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

South Dakota Relay Service – June 1, 2009 through May 31st, 2010

1. Total Number of TRS/CapTel complaints: 25



South Dakota FCC Complaint Log 2009 - 2010

Complaint Tracking for SD (06/01/2009-05/31/2010). Total Customer Contacts: 25

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/09	A customer requesting to dial Directory Assistance stated that the Communication Assistant asked for a city, state, and listing. The caller wanted to place the call without giving the information prior to the call start. The caller stated that the Communication Assistant refused to outdial to Directory Assistance. The Customer Service Representative provided follow up that was requested via phone or email.	06/05/09	The Communication Assistant was met and coached on the proper procedure. The Communication Assistant also mentioned that she asked for the listing number per the assistant supervisor's instruction. The caller eventually disconnected after repeated requests. At 10:01pm The Customer Service Representative left a follow up message on the customer's answering machine.
2	07/01/09	A customer was upset that the Communication Assistant read to the outbound what he was typing to the agent in parentheses. The Communication Assistant was told to direct his conversation to the outbound only. A supervisor explained that the agent can not be part of the conversation during a call. The customer would like a follow up email from the Center Manager.	07/14/09	The Communication Assistant was following proper procedure as they are required to read everything typed, including what is in parentheses. The Center Manager sent a follow up email to the customer on 7/14/09.
3	09/10/09	On 9/9/09 at 7:29 PM it was reported by a VCO customer that they thought the Communication Assistant was being rude. The customer stated that Communication Assistant typed (direct all of your comments to the caller). The customer stated he felt the operator was being "short" with him. The back up supervisor briefly explained to the customer that to remain transparent sometimes the Communication Assistant does need to re-direct and that the issue will be forwarded to the Communication Assistant's supervisor for review. The customer was satisfied with this and he does not want a follow up call.	09/14/09	The Communication Assistant said that the inbound kept trying to engage and/or bring him into the conversation. The Communication Assistant demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances. They were coached on the importance of demonstrating a warm and friendly demeanor when speaking with customers.
4	11/23/09	The Communication Assistant did not follow the customer's instructions prior to dialing out and hung up on the customer. The Customer Service Representative apologized to the customer and will give the information to the appropriate person to follow up with the Communication Assistant and customer.	11/24/09	The Communication Assistant stated that they were confused with the instructions and that they had accidentally hung up on the person when trying to press two function keys. The Communication Assistant was coached on making very certain of what they are pressing and trying to clarify customer requests or request supervisor assistance, when need be. A follow up letter was mailed to the customer on 11/30/09, per request.
5	12/04/09	A customer asked for a supervisor and the Communication Assistant hung up on her. The Customer Service Representative thanked the customer for the feedback. The customer would like a follow up letter.	12/07/09	The Communication Assistant said that once the outbound line disconnected, he informed the inbound two times but didn't get a response so he disconnected the call. The Communication Assistant was coached on the proper procedure when there is no response at the end of a call. An amended follow up letter sent to customer on 12/10/09 since the first letter stated that they were unable to locate a Communication Assistant by that number.
6	12/26/09	The customer informed the Communication Assistant that in the beginning of the call that she was short on TTY tape and had to therefore abbreviate what she said. In her notes it stated that verifying that turbo was disabled, 45 wpm and to verify the number. The customer says the Communication Assistant did not follow the customer's verbal instructions to abbreviate and typed everything out which made the customer very upset. The Communication Assistant then responded with "sorry about that" which angered the customer further, because did they didn't feel it was professional or sincere. The Customer Service Representative apologized to the customer and informed her that the Communication Assistant would be coached to listen to and follow the customer's instructions. The customer is satisfied and does not want a follow up call.	12/26/09	The customer did not request follow up and was satisfied that agent will be coached.

7	12/27/09	A Communication Assistant hung up on a customer and they had to redial to make the call. The Customer Service Representative thanked the customer for the feedback and said the information would be forwarded to appropriate person. The customer would like follow up letter.	12/30/09	The Communication Assistant does not remember any issues with a call from South Dakota. The Communication Assistant demonstrated her complete understanding of call disconnect procedures. She said she did not recall having to initiate any disconnections from South Dakota. The Communication Assistant was coached to complete trouble tickets when necessary.
8	12/28/09	The Communication Assistant did not respond when the phone number was provided and then disconnected on the customer. The customer would like follow up.	12/28/09	The Communication Assistant demonstrated a complete understanding of our call disconnect procedures. This is a senior Communication Assistant with an excellent work record who never receives customer complaints. The Communication Assistant stated that she will complete trouble tickets now for anything strange that happens with her calls.
9	12/29/09	The customer notes say to verify the number before out dial. The Communication Assistant failed to do so and then failed to type the answering machine recording. The customer asked why and Communication Assistant just kept asking for the number to dial and saying that they could not understand VCO and kept asking VCO to type the number to dial. The VCO was unable to type out the number. The VCO asked for a supervisor four times and Communication Assistant transferred them to customer service without getting a supervisor or permission for transfer to customer service. VCO requests a follow-up via email. The Customer Service Representative apologized to the customer, informed him that his complaint would be forwarded to the appropriate center for action and email would be sent to inform him of the resolution.	12/29/09	The Communication Assistant was coached to make sure to get permission before transferring. The Communication Assistant was also coached to never ask a VCO user to type information and to get a supervisor if there is trouble understanding them. The Communication Assistant said they did not remember the call but understood what to do in the future. A follow up email was sent to customer as requested.
10	01/02/10	The Communication Assistant was rude and did not follow instructions about changing the Communication Assistant procedure. The Customer Service Representative apologized and the customer would like follow up.	01/04/10	The customer notes indicate that the Communication Assistants' are to inform the customer before changing Communication Assistant so she customer can inform the outbound. The Communication Assistant said they were on hold on a recording so there wasn't anyone on the outbound line to inform. The Communication Assistant was coached on not making those decisions and leaving call control to the customer. They were also coached on always being professional and pleasant. Follow up call was made to customer on 1/8/10.
11	01/08/10	The Communication Assistant did not type the answering machine recording verbatim. They typed the wrong number. The Customer Service Representative thanked the caller for the feedback and will forward the information to the appropriate person. No follow up was requested.	01/11/10	The Communication Assistant remembered the call and said she did not intentionally mistype the number but did acknowledge and apologized for her mistake. The agent was coached on the importance of verbatim and always making sure to type the correct information.
12	01/22/10	The Communication Assistant disconnected the call and did not follow the customer notes. Notes state that it is a VCO caller and to verify the number before out dial. The Communication Assistant told the caller that since the call was in ASCII mode and not VCO, and would not follow the notes. A supervisor apologized to the caller for the inconvenience and thanked the caller for the feedback and assured caller that the complaint would be forwarded to Communication Assistant's immediate supervisor. The caller requested follow up to be sent via email.	01/22/10	An e-mail was sent to customer explaining that following customer notes is vital and essential for our Communication Assistant to do. However this Communication Assistant's number is not assigned to any Communication Assistant. The team leader apologized to the customer and emphasized that all Communication Assistants are to follow notes even if calling from Internet.
13	01/23/10	The customer repeated their instructions twice (mute, turbocode, wpm, etc.) and the Communication Assistant still could not do them correctly. The Customer Service Representative apologized and thanked the customer for the feedback. No follow up was requested.	01/31/10	The Communication Assistant said that she got flustered when the customer got upset and everything went downhill from there. The Communication Assistant was coached on calling for supervisor assistance if she were having problems in the future.
14	01/27/10	The Communication Assistant did not respond when the customer was verifying the ID number. The Customer Service Representative apologized and thanked the customer for the feedback.	01/31/10	The Communication Assistant was coached on following the customer's instructions and verifying their Communication Assistant number in a timely fashion. The Communication Assistant remembered the call and said that customer hung up while the number was transmitting.

15	01/29/10	The Communication Assistant did not verify the outbound frequently dialed number even though his notes say to verify all numbers before dialing out. The supervisor said that number referred to was a land line and they need to talk to customer service regarding changing their customer notes. The Communication Assistant also hung up on the customer at the end of the call.	01/29/10	The Communication Assistant was coached on following the customer's instructions and to verify all numbers (even frequently dialed numbers) if the customer requests to do so. The disconnection at the end of the call was not the agent, it was the supervisor assisting the agent at the time, due to abusive language from the customer. The supervisor tried to explain that we're not normally asked to verify frequently dialed numbers but that the agent should have done so.
16	01/29/10	The caller stated that the Communication Assistant did not hang up and redial when instructed to do so during the call. The customer saved a transcript of the call if it needed. The Customer Service representative apologized for the inconvenience and informed the caller that the Communication Assistant's direct supervisor would be notified. A follow-up is requested via email.	01/29/10	The Communication Assistant remembered the incident and admitted they did not see the customer typing to hang up the call. The Communication Assistant was coached on being aware of the customer's typing at all times and to follow the customer's instructions as soon as they give them. Follow up email sent on 2-2-10 to address provided.
17	01/29/10	The caller stated that the supervisor wouldn't answer their questions and instructed the caller to contact Customer Service. They then asked if there was anything else and when the caller said yes and started to ask a question, the supervisor disconnected. The caller has a transcript of the conversation if needed. The Customer Service Representative apologized for the inconvenience and informed the caller that the supervisor's direct supervisor would be notified. A follow-up is requested via email.	01/29/10	Once he identified himself as a relay supervisor the caller proceeded to launch into what he felt was a 'challenge' type of debate about relay procedure and the Communication Assistant's role during a relay call. He suggested they take up issues on relay procedure with customer service and asked if there was anything else that he could assist them with, at which point they countered with more rhetorical questions regarding relay procedure. At this point, there were other customer's waiting for assistance, so he said he was disconnecting and that if they wished to place another call they should reconnect to a new Communication Assistant. Follow up email was sent on 2/8/10.
18	02/13/10	The Communication Assistant didn't follow instructions. The didn't type abbreviations as requested and there were also some garbling issues. The Customer Service Representative apologized and thanked the customer for the feedback.	02/15/10	A supervisor followed up with the communication Assistant immediately after the call to review proper procedures. The Communication Assistant is now aware and was reminded to ask for a supervisor's assistance or clarification if unsure about instructions.
19	03/22/10	Dial Tone - Not heard	03/22/10	The customer called stating she has no dial tone on the CapTel phone or her traditional phone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone and the other phone which resolved the customer's experience.
20	03/25/10	The Communication Assistant did not respond to the customer when asked for her ID number. The Customer Service Representative apologized and offered another agent to process a call. The information will be forwarded to appropriate person.	03/29/10	The Communication Assistant explained that she was muting her microphone because that's one of the customer's requests and got flustered. The supervisor explained that that can be done after all the instructions have been given, so that our main focus is being responsive to the customer and keeping them informed when they ask questions. The Communication Assistant is aware of how to better handle that situation in the future.
21	04/08/10	The Communication Assistant reached an answering machine and didn't type out the answering machine message; just typed (ANS MACH HUNG UP) GA. The Customer Service Representative apologized to the customer and will forward the information to the appropriate person. The customer appreciated the offer of a follow up, but it is not necessary.	04/10/10	The supervisor spoke with Communication Assistant and coached her on the importance of giving each call 100 percent and always keeping the customer informed. The Communication Assistant apologized and acknowledged that she understands the importance of following the correct procedures when reaching an answering machine.

22	04/12/10	Accuracy of captions	05/07/10	The customer reported that she is experiencing inaccurate captions during her calls. The customer was encouraged to share examples and call dates and times for further follow up with Call Center personnel. The customer called weeks later and provided examples. The Customer Service Representative thanked the customer for their follow up and shared the customer's examples with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant will be coached on the importance of inserting corrections. The customer will continue to provide documentation of calls where she experiences inaccurate captions.
23	04/26/10	Dial Tone - Not heard	05/04/10	The customer stated she had no dial tone on the CapTel. The issue was short term and customer has phone service again. The Customer Service Representative informed the customer that their experience sounded characteristic of a phone service drop. The Customer Service Representative called the customer later and re-confirmed that all is well on the CapTel and customer has had no issues since the phone service resumed.
24	05/03/10	The Communication Assistant didn't verify their ID number when the customer asked for it. The Customer Service Representative thanked the customer for the feedback and got another Communication Assistant to process the call.	05/03/10	The Communication Assistant said that she did type her ID number to the customer when asked. The supervisor receiving the complaint verified that the number was typed on the screen to the customer; possible garbling issues.
25	05/07/10	The customer stated that the Communication Assistant did not quickly responded to the customer and did not verify the Communication Assistant's ID and gender. In addition, they did not follow verbal instruction to verify the calling to number with the area code last and did not stop typing when the customer interrupted with a series of x's. The Customer Service Representative apologized to the customer for the inconvenience this may have caused. No follow up was needed.	05/07/10	The Communication Assistant was reviewed on the relay protocol regarding the aforementioned complaints.